

## Message Text

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63

ACTION AF-05

INFO OCT-01 ISO-00 EB-05 DRC-01 RSC-01 /013 W

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P R 201830Z MAY 74

FM AMEMBASSY DAR ES SALAAM

TO USDOC WASHDC PRIORITY

INFO SECSTATE WASHDC 5402

UNCLAS DAR ES SALAAM 1598

E.O. 11652: N/A

TAGS: BDIS, TZ

SUBJ: EXPEDITE AIR SHIPMENT OF CARRIER AIR CONDITIONING PARTS

REF: A USDOC 0962 E USDOC 5562

B DAR ES SALAAM 0118 F DAR ES SALAAM 1180

C USDOC 0963 G DAR ES SALAAM 3866

D DAR ES SALAAM 1070

SECSTATE (FOR AF/E) USDOC (FOR BIC)

1. USDOC IN REF A (IN REPLY TO OUR REF B) DISCOVERED CARRIER PARTS (FIRST ORDERED IN LATE 1972) FOR NATIONAL BANK OF COMMERCE (NBC) AIR CONDITIONING SYSTEM HAS BEEN MANUFACTURED AND WERE ON WAY TO PORT OF EMBARKATION. AFTER SEVERAL TELEGRAPHIC MESSAGES (REF C, D, E, F -- PLUS CABLES TO CARRIER FROM NBC), OVER FOUR, REPEAT, FOUR MONTHS HAVE ELAPSED AND THESE PARTS HAVE APPARENTLY MOVED NO NEARER DAR ES SALAAM. WE WOULD APPRECIATE USDOC REVIEWING THIS DEPLORABLE SITUATION AND URGE CARRIER AGAIN TO EXPEDITE NBC SHIPMENT. PLEASE REPORT CARRIER RESPONSE.

2. QUESTION IF PART OF PROBLEM IS NOT WITH FORWARDER AND/OR US SUPPLIER UNSURENESS AS TO WHERE TANZANIA IS. CARRIER CREDIT ANALYST OSTUNI, IN FEB. 22 LETTER AND MARCH 7 CABLE REFERS TO "SHORTAGE OF SAILING TO MIDDLE EAST" (SIC). FYI: FARRELL LINES SHIP "AFRICAN SUN" LEFT NEW YORK END OF MARCH AND BERTHED HERE MAY 15. SUN'S CHIEF OFFICER TOLD EMBOFF THAT SHIP HAD AMPLE SPACE TO TRANSPORT NBC'S CARRIER AIR CONDITIONING PARTS. CAN CARRIER EXPLAIN LETHARGIC HANDLING OF THIS REPLACEMENT PARTS

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SHIPMENT SINCE NOW IT IS APPARENT NBC MUST PAY EXPENSIVE AIR

FREIGHT CHARGES TO TRANSPORT PARTS TO TANZANIA?

3. AS WE HAVE NOTED IN OUR REFTELS (SEE, IN PARTICULAR, PART 7 OF REF B), AN EARLY RESOLUTION OF THIS TRADE COMPLAINT IS OF MORE THAN PASSING IMPORTANCE TO EMBASSY. WE CAN HARDLY ASK NBC TO REDUCE EMBASSY RENT BECAUSE NO AIR CONDITIONING BEING PROVIDED WHEN FAULT APPARENTLY RESTS WITH US SUPPLIER. FURTHERMORE, THE MATTER HAS NOW BEEN REFERRED TO NBC CHAIRMAN (CHIEF EXECUTIVE OF ONLY COMMERCIAL BANK IN TANZANIA) AND FURTHER DELAYS CANNOT BUT HARM OUR COMMERCIAL PROMOTION EFFORTS HERE. WE DO NOT RULE OUR ERRORS AND OMISSIONS ON PART OF NBC BUT WE DO KNOW BANK HAS MADE HONEST EFFORT TO RESOLVE PROBLEMS FROM ITS SIDE AND HAS RIGHT TO EXPECT SUPPLIER TO RESPOND IF DOCUMENTS MISSING AND QUESTIONS REMAIN UNANSWERED.

4. SUGGEST MATTER BE TAKEN OUT OF "CREDIT ANALYST" (OSTUNI) LEVEL AND BROUGHT ATTENTION SENIOR EXPORT SALES DEPARTMENT EXECUTIVE. CARRIER HAS MARKET TO PROTECT HERE AND WHILE IT IS SMALL, SEVERAL SUBSTANTIAL SALES ARE ON HORIZON. FOR EXAMPLE, REF G CITES MAJOR EXPANSION IN TEXTILE INDUSTRY AND WE KNOW OF FOUR LARGE INDUSTRIAL AIR CONDITIONING UNITS THAT COULD GO TO AMERICAN SUPPLIERS. CARRIER SHOULD NOTE THAT IN TANZANIA SUPPLIER AFTER-SALES SERVICE IS FUNDAMENTAL REQUIREMENT IF IT WISHES TO MAKE FUTURE SALES AND, STATE-OWNED NBC CAN PLAY DECIDING ROLE IN SUPPLIER SELECTION.  
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